

INFORMATION TECHNOLOGY SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the activities within the assigned section of the Information Technology Division; to provide technical advice to the Information Technology Manager concerning the design, planning and management of technology; to effectively manage the resources necessary to resolve customer's complex business and automation issues.

Supervision Received and Exercised:

Receives direction from the Information Technology Manager or from other management staff.

Exercises direct supervision over professional and technical staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the section's activities; implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of technical staff involved in the planning, design, implementation, operation, and maintenance of applications and technology platforms to deliver services.
- Plan, prepare and administer the section budget and participate in the administration of the Department budget; submit recommendations and justifications for budget expenditures for new software and equipment; anticipate future expenditures based on the City's technology needs; monitor and control expenditures.
- Prepare and present reports to include new and improved hardware and software, status on projects, key indicators, staffing, and budget status; conduct feasibility studies regarding computer systems and programs.
- Assist in preparing technical data for, and review/approve of, bids and purchase requests.

CITY OF TEMPE

Information Technology Supervisor (continued)

- Confer with Business Systems Analysts to align technology with the goals and objectives of the various city departments; analyze and recommend software and hardware purchases; procure and implement approved technology solutions.
- Monitor technology trends and anomalies; keep informed of current industry practices and technologies related to delivery of information technology services.
- Perform project management duties as required; act as liaison between Information Technology sections and various user departments to develop and implement technology solutions.
- Direct resources to provide timely and efficient end-user support; track work tickets to
 ensure their timely resolution; administer and maintain a project and application
 portfolio system for the supervised section; manage assets assigned to the supervised
 section.
- Perform complex technical duties as necessary; resolve problems related to system design and operation using various diagnostic tools and devices; maintain statistical information regarding system performance and up-time.
- Develop and implement administrative tools, procedures, and growth metrics required
 to meet the objectives and standards set forth by the Division; ensure that section work
 plans align with the business needs of the department and the city; work with other
 Information Technology section supervisors to ensure system requirements are met for
 proposed business solution.
- Maintain and monitor the security of the City of Tempe computing environment and applications; ensure compliance with all local, state, and federal regulations.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Attend professional meetings and seminars as required.
- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Five years of professional experience in one of the following areas of IT: Networking, IT Operations, Systems Administration, or Application Services. One year of supervisory or team lead responsibilities.

Education:

CITY OF TEMPE

Information Technology Supervisor (continued)

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in Information Systems, Information Technology, Business Administration or Public Administration or a degree related to the core functions of this position. Completion of a leadership development program within the past 24 months or the successful completion of a supervisory training program within 12 months of hire.

Licenses/Certifications:

Requires the possession of a valid driver's license at time of application.

Examples of Physical and/or Mental Activities:

- Operates city pool vehicles.
- Works in a stationary position for long periods of time sitting in a chair behind a
 desk for five or more hours a day.
- Operates computers, calculators, and other office machines such as shredder, FAX, multifunction copier, label maker, and phone.
- May require working extended hours may include working late or coming in on weekends.
- May work alone for extended periods of time.

Competencies:

(Pending)

Job Code: 418

Status: FLSA Exempt / Classified